ICT504 IT Project Management

Activity – Week 11

The IT department of XYZ Corporation initiated the "Tech Upgrade" project to replace outdated hardware and software systems across the company's offices. The project aimed to improve operational efficiency, enhance security and support the latest business applications. The project was scheduled to last six months and had a budget of $500,000.

Challenges Faced:
- Delays in hardware delivery due to supply chain issues.
- Compatibility issues with some legacy applications.
- Resistance from employees who were uncomfortable with the new systems.

Outcomes:
- Despite initial delays and some resistance, the project successfully replaced all outdated systems within an additional month. The total cost came to $520,000, slightly over budget. Employees adapted to the new systems after additional training sessions.

Lessons Learnt:

What Went Well: Vendor selection and procurement process were smooth, additional training was effective.

What Didn't Go Well: Hardware delivery delays, initial compatibility issues and resistance from some employees.

Answer the Following Questions:

1. What type of project closure is represented in this case study? Justify your answer.
2. What specific tasks should be included in the wrap-up closure activities for the "Tech Upgrade" project? Briefly explain.
3. How would you assess the performance of the "Tech Upgrade" project team? What criteria would you use? Briefly explain.
4. In evaluating the project team's performance, what feedback mechanisms could be used to gather input from team members and stakeholders? Briefly explain.
5. What are some key lessons learned from the "Tech Upgrade" project that should be documented in the retrospective? How can these lessons benefit future projects? Briefly explain.
6. How can the insights captured in the retrospective document from the "Tech Upgrade" project be effectively communicated to other teams within XYZ Corporation? Briefly explain.

Instructions:

1. Your work will be assessed on the following criteria:

   - The accuracy of the answer (40%)

   - The consistency in the answer (30%)

   - The level of the communication (30%)

2. This assessment is worth 3% of your overall subject mark.

3. Your answers to these questions should be between 600 and 800 words.

4. *Do not copy and paste from the internet or use AI tools for this activity.*

5. You must complete this activity during the class timings and submit on the Turnitin link provided on the moodle.

6. Marks will be deducted for late submission.